

01-1



CITIZENS UTILITY BOARD
P O BOX 1104
GLENVIEW IL 60025-8104



2001

Illinois Telephone Customer Survey
Rate Your Phone Companies

See Inside...

▼ LIFT HERE TO OPEN ▼

Being a phone customer used to be easy. You had one company that provided your phone service. If you had any problems, it was easy to get them fixed. You got one easy-to-read bill and you knew just what you were paying for.

But things have changed—and not all those changes have been positive.

That's why the Citizens Utility Board (CUB) is conducting the *2001 Illinois Phone User Survey*—we want to hear your views on the state of phone service today. Please take a few minutes to fill out the attached survey and return it to CUB as soon as possible in the envelope provided.

CUB is the largest organization in Illinois dedicated to fighting for your rights as a utility ratepayer. Each year CUB asks consumers like you to help assess the performance of your utility companies—so we can identify the most serious problems facing consumers.

But we're also asking you to become a member of CUB and help us keep up the fight for fair rates and better service from your gas, electric and phone companies.

Thanks to the generous support of Illinois consumers, CUB has helped save utility customers over \$4 billion—by working to block rate increases and by winning rate reductions and refunds of past overcharges.

By returning your completed survey, along with a membership contribution, you will help CUB carry on the fight for fair rates before state regulators, in the legislature and in the courts—and you'll be standing up for your rights as a consumer.

INSTRUCTIONS: Return completed survey in the attached envelope. (The survey will need to be folded to fit into the return envelope.) All individual survey responses will be kept strictly confidential

YOUR LOCAL PHONE COMPANY

1. Which company provides your local phone service?
☐ Ameritech ☐ GTE/Verizon ☐ Other _____
2. How much is your average monthly local phone bill?
☐ Under \$20 ☐ \$20.00-\$29.99 ☐ \$30.00-\$39.99 ☐ \$40.00-\$49.99
☐ \$50.00-\$74.99 ☐ 75.00-\$99.99 ☐ \$100.00-\$199.99 ☐ \$200 or more
3. Do you feel your local phone rates are fair?
☐ Yes ☐ No ☐ Don't know
4. Has any other phone company offered to provide your local phone service?
☐ Yes ☐ No
5. Given the opportunity, would you switch to a new company for your local phone service?
☐ Yes ☐ No ☐ Don't know
6. On a scale of 1 to 5, how would you rate the overall service provided by your local phone company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.
1 2 3 4 5 No opinion

YOUR LONG-DISTANCE COMPANY

7. Which company provides your long-distance phone service?
☐ AT&T ☐ MCI ☐ Sprint ☐ Verizon ☐ Qwest ☐ Other _____
8. How much is your average monthly long-distance phone bill?
☐ Under \$5 ☐ \$5.00-\$10.00 ☐ \$10.00-\$20.00 ☐ \$20.00-\$40.00
☐ \$40.00-\$74.99 ☐ \$75.00-\$99.99 ☐ \$100.00-\$199.99 ☐ \$200 or more
9. Do you understand all the rates, surcharges and taxes on your long-distance bill?
☐ Yes ☐ No
10. On a scale of 1 to 5, how would you rate the overall service provided by your long-distance phone company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.
1 2 3 4 5 No opinion

YOUR CELLULAR OR WIRELESS PHONE COMPANY

If you do not subscribe to cellular or wireless service, leave this section blank.

11. Which company provides your cellular or wireless phone service?

- ☐ AT&T ☐ Sprint ☐ Cingular ☐ PrimeCo
☐ Verizon ☐ Nextel ☐ Other _____

12. How much is your average monthly cellular or wireless phone bill?

- ☐ Under \$20 ☐ \$20.00-\$30.00 ☐ \$30.00-\$40.00 ☐ \$40.00-60.00
☐ \$60.00-\$100.00 ☐ \$100.00-\$199.99 ☐ \$200.00-\$299.99 ☐ \$300 or more

13. Do you understand all the rates, surcharges and taxes on your cellular or wireless bill?

- ☐ Yes ☐ No

14. On a scale of 1 to 5, how would you rate the overall service provided by your cellular or wireless company? (1 meaning "poor" and 5 meaning "excellent") Circle the appropriate number.

- 1 2 3 4 5 No opinion

OTHER COMMENTS _____

SIGNATURE: _____

Yes, I want to help CUB fight for fair rates and better service from my utility companies!

I have enclosed my completed and signed survey. Also, to help CUB in its fight for fair gas, electric and phone rates, I have enclosed a generous membership contribution of:

- ☐ \$15 ☐ \$20* ☐ \$25 ☐ Other \$ _____

**A contribution of this amount or more really helps CUB defend your consumer rights.*

SURVEY CONTROL NUMBER: STV01A

SURVEY RESPONDENT PERSONAL DATA: *Please print clearly.*

NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

This survey is not paid for with tax dollars. It is paid for by the Citizens Utility Board, a nonprofit organization that works for lower utility rates. Because CUB works for legislation to help consumers, your contribution is not tax-deductible. Please make your check payable to CUB. Thank you.

CITIZENS UTILITY BOARD • 208 S. LASALLE ST • SUITE 1760 • CHICAGO, IL 60604 • 312/263-4282 • www.CitizensUtilityBoard.org

**THE STATE COMPTROLLER IS REQUIRED BY LAW TO
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Note: Do not enclose vehicle registration renewal in this envelope.